

ORIGINAL



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AZ CORP COMMISSION
DOCKET CONTROL

BEFORE THE ARIZONA CORPORATION COMMISSION

IN THE MATTER OF THE
APPLICATION OF FAR WEST
WATER & SEWER, INC., AN
ARIZONA CORPORATION, FOR A
DETERMINATION OF THE OF THE
FAIR VALUE OF ITS SEWER
UTILITY PLANT AND PROPERTY
AND FOR INCREASES IN ITS
RATES AND CHARGES FOR
SEWER UTILITY SERVICE BASED
THEREON

DOCKET NO. WS-03478A-05-0801

**NOTICE OF FILING
ODOR COMPLAINT LOG**

Pursuant to Decision No. 69335, Far West Water & Sewer, Inc. hereby files the log maintained by Far West Water and Sewer, Inc. of odor complaints and the report of resolution of those complaints.

Dated this 21st day of February, 2012.

Far West Water and Sewer, Inc.

Arizona Corporation Commission

DOCKETED

FEB 24 2012

DOCKETED BY

By

Andrew J. Capestro

ORIGINAL and 13 copies delivered this
21st day of February 2012 to:

Docket Control
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

COPY mailed this 21st day of February, 2012 to:

Compliance Section
Arizona Corporation Commission
1200 West Washington Street
Phoenix, Arizona 85007

Legal Division
Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007

By: 

FWW Sewer Odor Log

		August 2011				Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments
						Total: 0

FWW Sewer Odor Log

		September 2011				Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments
Total : 0						

FWW Sewer Odor Log

		October 2011					Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments	Order #
3-Oct	10am	Dorothy Vasquez	Marwood	14585 E 52nd Street	928-305-9411	<p>Customer Comments: Customer calling about an odor coming from outside. Stated she notices the odor often.</p> <p>Corrective Action: Supervisor drove by location, no odor present. Did find odor control was out at Lift Stn 7 & 25, issues with chemical pumping. Repaired issue.</p>	13190
12-Oct	3:13pm	Kelly Smith	Del Oro	11708 E. Omega Lane	619-228-5218	<p>Customer Comments: Received email in regards to concerns of odor coming from Del Oro WWTP. Would like to speak with Supervisor.</p> <p>Corrective Action: The Supervisor contacted customer in regards to her concerns. Complaining of more of a chemical odor not sewer, also stated it has a sulfur smell to it. Will continue to investigate as it has not been determined what the odor is.</p> <p>Customer is insistent that it is coming from plant.</p>	
12-Oct	9:15am	Darrell Davis	Lift Stn#15	13407 Driftwood Drive	928-581-1184	<p>Customer Comments: Customer is calling about odor that seems to be coming from nearby lift str. Stated we were out working there a couple of days ago and odor has been constant.</p> <p>Corrective Action: Contacted Mr. Davis about his concerns, explained that we are waiting on a part for our Vac-Con and they will be dispatched to his area as soon as repair has been made. Did send collections crew out and determined odor is coming from collection system not lift station. Will go out jet and flush the sewer system for maintenance.</p>	13570
13-Oct	3:18pm	Robert Bennett	Lift Stn#15	14185 E. 51st Street	n/a	<p>Customer Comments: Customer called to see what we are doing about odor coming from lift station. Explained to customer that our Vac-con is currently down but as soon as part is repaired the collections crew will be dispatched to area to jet and chlorinate the system, was thankful for the information.</p>	

FWM Sewer Odor Log

					<u>Customer Comments:</u> Received email in regards to odor coming from manholes at 49th Ln & Driftwood. Issue is in collection system, just needs to be maintained. Vac-con still under repair will hopefully be able to get out to area within couple of days.		
17-Oct	7:19pm	Ed Diehl	Lift Str#15	13253 Driftwood Drive	n/a	<u>Customer Comments:</u> Customer is calling about odor for last two weeks. She is on 6th fairway, no ponds in her area. Would like to speak with Supervisor. <u>Corrective Action:</u> Supervisor contacted customer, she claims odor is continuous throughout the entire night. Explained to customer that we would be upping the dosage of odor reducing chemical that is already implemented at the nearby lift strts.	13959
18-Oct	3:25pm	Sandy Rogalski	Marwood	13939 E 54th Drive	928-345-0101	<u>Customer Comments:</u> Customer got back about 2 wks ago and odor has been pretty constant. Seems to be coming from street. Explained that our Vac-con is still under repair and should be back up with next week or so. Unfortunately part that was ordered was incorrect pushing repair time back even further. Did explain to customer to call back if problem persist after we get out there within next week or so. Was thankful for the information.	14116
20-Oct	10:54am	Julie Winguist	Lift Str#15	13239 S. Onammi Avenue	509-951-0357	<u>Customer Comments:</u> While paying bill, customer complained of odor coming from manhole in street. <u>Corrective Action:</u> Supervisor tried on 3 separate days and occasions to contact customer, left messages all three times. Customer never responded back. Supervisor did go by location and no odors were present.	
20-Oct	2:30pm	Richard Enderlein	Marwood	13492 E. 52nd Drive	510-909-5198	<u>Customer Comments:</u> Customer just wanted to let us know that he has noticed an increase of sewer odor coming from manhole. Did not want a phone call back. Will send by collections crew.	
21-Oct	1:59pm	Samuel Snider	Lift Str #25	12523 E. 47th Lane	n/a	Total: 9	

FWW Sewer Odor Log

		November 2011				Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments
1-Nov	8:15am	Rocky	Marwood	13977 E 54th Drive	928-342-2997	<p><u>Customer Comments:</u> Customer calling about odor in area.</p> <p><u>Corrective Action:</u> Vac-con still down and will send them out to check area, possible maintenance needed for collection system.</p>
4-Nov	12:10pm	Elaine Stefanakos	Lift Stn #15	13840 E 49th Lane	928-607-2074	<p><u>Customer Comments:</u> Customer called stating odor is very bad. Odor is getting worse especially in the evenings.</p> <p><u>Corrective Action:</u> Contacted customer 3 different times and finally spoke with Elaine on 11/8/11. Explained that the Vac-con was just repaired and has already been dispatched to the area to address the complaints. Also explained that if problem persist afterwards, to please contact office again.</p>
7-Nov	9:28am	Sarah Ross	Del Oro	11727 E. Omega Lane	928-247-0546	<p><u>Customer Comments:</u> Customer called about sewer odor, also wants to speak with someone about the closure of nearby plants that will be re-routed to the plant near her home. Has concerns of that happening since she feels we already have issues at the existing plant.</p> <p><u>Corrective Action:</u> Supervisor contact customer about her concerns. Did inform her that Del Rey/Royale WWTP's would be re-routed to Del Oro upon completion of the new plant which we are currently in process of commissioning.</p>
8-Nov	1:02pm	Shari Leeper	Del Oro	12107 E. 28th Place	928-726-1413	<p><u>Customer Comments:</u> Customer called about sewer gas odor coming from her shower and drains for last 2 wks. Also stated she's noticed sewer odor in the area for last two nights.</p> <p><u>Corrective Action:</u> Collections crew went out to area to check collection system. No blockage or debris, went ahead and flushed with chlorinated water as precaution and suggested customer contact plumber for issue inside home since there are no issues on our side of collection system.</p>

15143

15236

FWW Sewer Odor Log

15-Nov	10:26am	Samuel Snider	Lift Stn #25	12523 E. 47th Lane	505-402-3380	<p><u>Customer Comments:</u> Customer calling about increased sewer gas odor inside and outside of home. Explained to customer the collections crew will be sent out to area for maintenance.</p> <p><u>Corrective Action:</u> Collections crew went out to area, jetted and flushed with chlorinated water.</p>	
30-Nov	11:30pm	Jack Stead	Lift Stn #25	12516 E. 47th Lane	503-550-7896	<p><u>Customer Comments:</u> Customer called about odor outside of home, been consistent for past week both day and night.</p> <p><u>Corrective Action:</u> Collections went back out to area, cleaned out system again. Seem to have a possible flow problem in crossing line. Further investigation at collection system, removed tape from pipe that was causing little flow instead of full flow.</p> <p style="text-align: center;">Total: 6</p>	16077

FWW Sewer Odor Log

		December 2011				Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments
						Customer Comments: Customer is calling about odor that is consistent around 10pm every night. Will send out collections to check collection system and surrounding lift stations for possible needed maintenance. Corrective Action: Went out to area, collection system flowing no debris. Went ahead jetted and flushed with chlorinated water. Collections crew has spoken with customer previously and odor seems to be coming from area more northwest from her location. Most of the homes in that area are on septic tanks.
5-Dec	10:21am	Ginger Morrison	Lift Stn #7	11535 Glenwood Avenue	928-503-3288	16202
						Customer Comments: Customer is calling again about odor, stated they have called previously and would just like problem corrected. Corrective Action: Contacted Supervisor about issue, will have to do a drive by of area around the time the customer is claiming the odor is present. Odor is not in collection system or lift stations. Not sure at this time where odor is actually coming from.
9-Dec	10:56am	Ginger Morrison	Lift Stn #7	11535 Glenwood Avenue	928-503-3288	
						Customer left message with Supervisor about odor coming from plant. Supervisor initiated process to install an odor block inside the screen at the plant, basically a huge tablet to try and help eliminate odors further than the existing odor control coming into plant.
9-Dec	2:48pm	Kelly Smith	Del Oro	11708 E. Omega Lane	n/a	
						Received message on voicemail over weekend about odor being very bad at 11:23 on Friday night (12/16). Stated that he has also put a call into ADEQ to address his concerns.
19-Dec	8:09am	Barry Morrison	Lift Stn #7	11535 Glenwood Avenue	928-503-3288	
						Customer Comments: Customer calling about odor for last 2-3 weeks. Stated odor is outside only. Corrective Action: Collection crew went out to area, manholes clear went ahead and flushed system as precaution.
19-Dec	8:25am	Shea Pearson	Del Oro	11760 E 28th Place	928-345-8151	16545

FWW Sewer Odor Log

					<u>Customer Comments:</u> Customer called about sewer gas coming from street that seems to be being pushed back into his home. Is a little upset that issue seems to be getting worse even with us doing maintenance. Would like to have issue re-evaluated. <u>Corrective Action:</u> Sent collections back out with Supervisor, found tape blocking sewer line that was removed. Also put a camera downstream to lift station to make sure there was no further blockage or debris. Went ahead and re-jetted both directions, also flushed with chlorinated water. Contacted customer to inform them of repair and maintenance performed.	
19-Dec	9:45am	Samuel Snider	Lift Stn #25	12523 E 47th Lane	505-402-3380	16556
27-Dec	3:45pm	Fredrick Hughes	Lift Stn #25	12523 E 47th Street	360-751-3601	16779
Total: 7						

FWW Sewer Odor Log

		January 2012					Work
Date	Time	Name	Closest WWTF	Address	Phone #	Customer Comments	Order #
3-Jan	2:19pm	Darrell Sonnenberg	Section 14	12680 S Driftwood Drive	928-287-6719	Customer Comments: Customer calling about sewer odor. Stated he has made his own documentation as to the occasions he has experienced the odor. Has spoken to ADEQ and they have advised we are working to correct the problem. Customer did not want follow up, just wanted to make sure his complaint gets documented.	
4-Jan	8:24am	Darrell Sonnenberg	Section 14	12680 S Driftwood Drive	928-287-6719	Customer Comments: Customer calling again about sewer odor. Would just like his complaint documented. Will continue to call until problem ceases.	
4-Jan	11:03am	Eldon Borman	Section 14	12671 S Driftwood Drive	n/a	Customer Comments: Customer calling about sewer odor coming from plant. Stated it was also very strong during the Xmas holiday. Also complaining of noise coming from plant. Customer did not want return call, stated she would contact our office if odor persist within next few days.	
5-Jan	2:14pm	Darrell Sonnenberg	Section 14	12680 S Driftwood Drive	928-287-6719	Customer Comments: Customer calling to register complaint of sewer odor. Stated odor is still very strong and consistent. Mrs. Sonnenberg also filed complaint while in paying her bill same day. Customer would just like problem to be remedied.	17033
5-Jan	11:25am	Donald Dahl (Bud)	Section 14	12649 S Driftwood Drive	928-247-9969	Customer Comments: Customer called to complain of sewer odor. Says odor has been ongoing. Would just like to know what's being done to fix the problem. Spoke with customer and explained that we have increased the odor reducing chemical at plant and surrounding lift stations to help with the odor. They have also implemented further daily maintenance to help eliminate possible odor from the Somat room along the front side of the compound.	17027
5-Jan	2:25pm	Barbara Paige	Section 14	12679 S Driftwood Drive	928-342-3419	Customer Comments: Customer called to register complaint of sewer odor that has been ongoing. Does not want a phone just would like the problem corrected. Stated we are more than aware of the issue.	17034

FWW Sewer Odor Log

					<p><u>Customer Comments:</u> Customer calling about sewer gas odor. Has called previously about issue.</p> <p><u>Corrective Action:</u> Sent out collections crew to area to jet and flush lines with chlorinated water. Collections crew could not smell any odor upon arrival to area at that time. Still performed maintenance as precaution.</p>	
6-Jan	9:32am	Fredrick Hughes	Lift Station #25	12523 E 47th Street	360-751-3601	17067
						Total: 7

FWW Sewer Odor Log

		February 2012				Work
Date	Time	Name	Closest WWTP	Address	Phone #	Customer Comments
2/20						No complaints to date.
						TOTAL: 0
						Order #